

Public Sector Service Delivery Evaluation Training Course

Professional Development Training Course Outline

Category	Monitoring and Evaluation	Duration	10 Days
Base Fee	\$3,000 USD	Delivery Mode	Online / On-site Hybrid

Course Introduction

Public Sector Service Delivery Evaluation Training Course is designed to equip professionals with cutting-edge skills, tools, and methodologies to assess, enhance, and transform service delivery in government and public institutions. With a strong focus on performance measurement, accountability, and citizen-centric service improvement, this course empowers participants to critically analyze public sector programs, identify gaps, and implement actionable solutions. Leveraging data-driven evaluation techniques, monitoring frameworks, and global best practices, learners will gain practical insights into optimizing resource allocation, enhancing transparency, and delivering sustainable public value.

Through a blend of interactive lectures, case studies, practical exercises, and real-world simulations, participants will develop competencies in impact assessment, performance benchmarking, and service quality improvement. The course emphasizes evidence-based decision-making, digital monitoring tools, and participatory evaluation approaches to foster innovation and responsiveness in public sector service delivery. By the end of the program, participants will be proficient in designing, implementing, and analyzing evaluations that directly contribute to improved governance, efficiency, and citizen satisfaction.

Programme Curriculum

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Course Objectives

1. Master the principles of public sector performance evaluation.
2. Apply evidence-based assessment to service delivery programs.
3. Develop skills in impact measurement and outcome analysis.
4. Utilize data-driven decision-making tools for policy evaluation.
5. Enhance accountability and transparency in public service delivery.
6. Implement citizen feedback mechanisms to improve services.
7. Conduct gap analysis and identify areas for improvement.
8. Design monitoring frameworks for continuous performance tracking.
9. Integrate digital evaluation tools in service assessments.
10. Apply cost-effectiveness and efficiency analysis in program evaluation.
11. Develop performance dashboards and indicators for reporting.
12. Conduct comparative benchmarking with international best practices.
13. Translate evaluation findings into actionable policy recommendations.

Target Audience

1. Public sector managers and administrators
2. Government policy officers
3. Monitoring & Evaluation (M&E) professionals
4. Public service auditors
5. Development program coordinators
6. Civil society and NGO staff
7. Researchers in public administration
8. Consultants in governance and service delivery

Course Modules

Module 1: Introduction to Public Sector Service Delivery Evaluation

- Overview of public sector service delivery
- Key concepts and terminologies
- Importance of evaluation in governance
- Global trends and best practices
- Case study: Kenya's Health Sector Evaluation

Module 2: Designing Evaluation Frameworks

- Logical frameworks and theory of change
- Defining objectives, indicators, and outcomes
- Developing evaluation questions
- Aligning frameworks with organizational goals
- Case study: Education Policy Impact Assessment

Module 3: Data Collection Methods for Public Service Evaluation

- Surveys, interviews, and focus groups
- Administrative data and records analysis
- Digital data collection tools
- Sampling strategies and reliability
- Case study: Citizen Satisfaction Surveys

Module 4: Performance Measurement & Indicators

- Key Performance Indicators (KPIs) in public service
- Output vs. outcome indicators
- Benchmarking and standards
- Measuring efficiency, quality, and effectiveness
- Case study: Municipal Service Delivery Dashboard

Module 5: Monitoring & Evaluation Systems

- Designing M&E systems for public institutions
- Integrating technology in M&E
- Real-time monitoring and reporting
- Feedback loops for service improvement
- Case study: Smart City Monitoring System

Module 6: Data Analysis & Interpretation

- Quantitative and qualitative analysis techniques
- Statistical tools for evaluation
- Data visualization and reporting
- Identifying trends and patterns
- Case study: Public Transport Efficiency Analysis

Module 7: Citizen Engagement & Participatory Evaluation

- Methods of participatory evaluation
- Collecting citizen feedback
- Public consultations and forums
- Incorporating citizen input in decision-making
- Case study: Participatory Budgeting in Nairobi

Module 8: Cost-Effectiveness & Resource Optimization

- Evaluating program costs vs. outcomes
- Budget efficiency analysis

- Resource allocation strategies
- Cost-benefit and cost-utility analysis
- Case study: Health Service Delivery Optimization

Module 9: Accountability & Transparency in Service Delivery

- Principles of public sector accountability
- Audit and compliance mechanisms
- Ethical standards and reporting
- Reducing corruption risks
- Case study: Anti-Corruption Measures in Local Government

Module 10: Digital Tools for Service Delivery Evaluation

- Dashboard design and implementation
- GIS and digital mapping for service evaluation
- Mobile data collection platforms
- Automating reporting and analytics
- Case study: Digital Monitoring of Water Supply Projects

Module 11: Reporting & Communicating Evaluation Findings

- Writing actionable evaluation reports
- Data visualization for policy influence
- Storytelling with data
- Presenting to stakeholders and policymakers
- Case study: Public Health Policy Recommendations

Module 12: Benchmarking & Comparative Analysis

- Comparative evaluation across regions or countries
- Identifying best practices
- Performance scoring and ranking
- Lessons learned for continuous improvement
- Case study: Education Performance Benchmarking

Module 13: Impact Assessment & Outcome Evaluation

- Measuring long-term impact of public programs
- Evaluation of social, economic, and environmental outcomes
- Attribution and causality analysis
- Evaluating policy effectiveness
- Case study: Social Protection Program Impact

Module 14: Translating Evaluation into Policy Action

- From evidence to decision-making
- Strategic recommendations for service improvement
- Implementation plans and policy briefs
- Stakeholder engagement for policy adoption
- Case study: Health Policy Reform Based on Evaluation

Module 15: Advanced Trends in Public Sector Evaluation

- AI and predictive analytics in evaluation
- Digital twins and simulation for service optimization
- ESG and sustainability evaluation in public services
- Global innovations in citizen-centric services
- Case study: Smart Governance in Rwanda

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.com or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

- a. The participant must be conversant with English.
- b. Upon completion of training the participant will be issued with an Authorized Training Certificate
- c. Course duration is flexible and the contents can be modified to fit any number of days.
- d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.
- e. One-year post-training support Consultation and Coaching provided after the course.
- f. Payment should be done at least a week before commencement of the training, to FINESKILL TRAINING CENTER account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
07 Sep 2026	18 Sep 2026	Physical	\$3,000
14 Sep 2026	25 Sep 2026	Physical	\$3,000
21 Sep 2026	02 Oct 2026	Physical	\$3,000
28 Sep 2026	09 Oct 2026	Physical	\$3,000
05 Oct 2026	16 Oct 2026	Physical	\$3,000
12 Oct 2026	23 Oct 2026	Physical	\$3,000
19 Oct 2026	30 Oct 2026	Physical	\$3,000
26 Oct 2026	06 Nov 2026	Physical	\$3,000

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